

Merchandise Return Policy

Merchandise may be returned in new and unused condition within 30 days of receipt for a full refund (less shipping)—special orders, custom and non-stocked items excluded. Call our Returns Department for a Return Authorization Number. Items returned after 30 days will be subject to a 30% restocking fee.

We must receive the returned merchandise within 30 days from the date you received it. All items must be in new and unused condition. Returned items cannot show evidence of use or wear, dirt or other blemishes of any kind. Merchandise must be returned in its original packaging and should include all supplied materials, instructions, warranty cards, original accessories and hardware provided. AHAB will be unable to process a refund on any returned item that does not fit the above requirements and all refunds will be pending inspection upon arrival.

We suggest that the merchandise be securely packaged and insured for the full retail value, as AHAB is not responsible for lost or damaged packages. Return shipping costs are the responsibility of the customer. For our international customers returning merchandise, all shipping charges, custom duties and taxes that the customer's government may impose at the time of exporting and any

damage incurred while returning the merchandise is the responsibility of the customer. We do not accept COD returns.

Please check your orders immediately upon delivery. If we send you something by mistake we will reimburse you for shipping costs.

Damage Claims

Any damage shown at the time of delivery must be reported immediately to the carrier and within 48 hours to an AHAB sales representative. AHAB will not accept claims for damages and or shortages after 10 days from delivery.

Important

- You must call for approval first to exchange or return drop shipped items.
- Opened feeds and chemicals may not be returned without prior authorization.

If you have any questions about a product warranty or have an item that needs repair, contact us at 407-886-7575.

Instructions

Customer Number	Name	Phone Number	Invoice Number

1) Enter the item number of the merchandise you are returning, reason for the return and requested action you want Aquatic Habitats to take.

2) Return product, all original parts and literature along with this form to:
 Aquatic Habitats Inc.
 Returns Dept.
 2395 Apopka Blvd.
 Apopka, FL 32703

3) We recommend that you return your package by a carrier that requires a signature (UPS, FedEx, Airborne or Certified US Mail) and that insure your package for the for the appropriate value. We strongly advise that you pack your shipment extremely well so that it will reach us safely and undamaged. Please retain your tracking number information in case we don't receive your package.

Item	Qty.	Reason Code/Explanation	Action

Reasons for Returns:

- A)** Damaged **B)** Defective (Explain) **C)** Wrong Item **D)** Dissatisfied **E)** Do Not Need **F)** Other (Explain)

Requested Action:

- 1)** Exchange (Same Item Only) **2)** Refund* **3)** Credit My Account
 *If original payment was by credit card, we will refund the same credit card number. If payment was by check, EFT or wire transfer, we will refund via the same method.

